

Date: November 25, 2008

Alert Number: 0026

To: All Providers

Re: Methods for Verifying Member Enrollment

When verifying member enrollment, providers should first use the member's new identification number if it is available. New member identification cards with new identification numbers are still being mailed to members and may not be available yet.

If the member's new identification number is unavailable, the provider can obtain enrollment information by using the member's previous identification number, which is usually the member's Social Security number (SSN) with a zero added at the end of the number, in the "Member ID" field.

Providers can also verify enrollment by using the member's SSN and date of birth. Providers should note that not all members have SSNs on file; therefore, the other methods for verifying enrollment are recommended.

Please call Provider Services at (800) 947-9627 if you have any questions.

Informational